

Complaints Procedure Flow Chart

The Chief Executive has overall responsibility for complaint handling. The Tenancy Manager (or Head of Tenant Services, if not available) is responsible for complaint handling on a day to day basis.

Stage 1: *Handled by Tenancy Manager (or Head of Tenant Services, if not available), with the Chief Executive informed of all complaints received*

A complaint is logged on the date received (*receipt date*), and acknowledged in writing within 3 working days, confirming the understanding of the complaint, outcomes being sought, or clarification if issues are unclear.



Stage one decision within 10 working days from the complaint receipt date. Should this not be possible, a written explanation, and a date is sent by when the stage one response should be received. This should not exceed a further 10 working days without good reason



Complainant satisfied.
Complaint closed.

Complainant not satisfied.



Stage 2: *Handled by Chief Executive*

A Stage two response will be made within 20 working days from request to escalate. Should this not be possible, a written explanation, and a date is sent by when the stage two response will be received. This should not exceed a further 10 working days without good reason



Complainant satisfied.
Complaint closed.

Complainant not satisfied. Complaint can be referred to the Housing Ombudsman Service

Through a 'Designated Person' within 8 weeks of the final decision, or

Directly by the complainant after 8 weeks.

A Designated Person can be a local Councillor or Member of Parliament